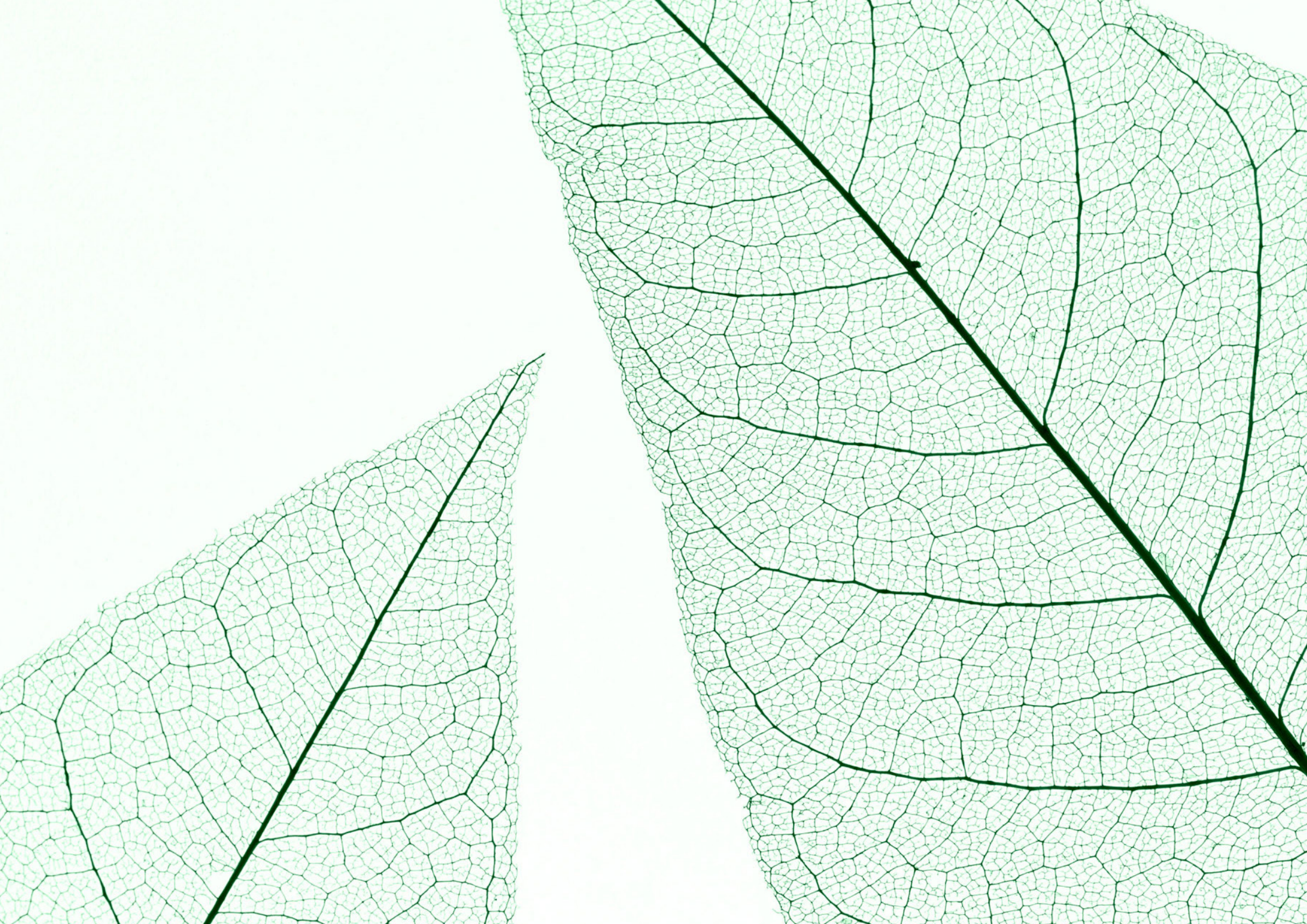# Corporate Social Responsibility Report

Foreword

The size of MakoLab S.A. and the extent of its operations means that the company has a considerable impact on its environment, primarily socially and economically. From the outset, sustainable development has been one of our strategic linchpins and the management board views this as a major contributor to our success on the market. With our business profile in mind, the aspects of sustainable development that we focus on are social issues relating to employment, human rights and diversity management. Our managing and supervisory bodies are committed to this. The board deems adherence to the relevant standards to be an essential aspect not only of managing the company's human resources appropriately, but also of safeguarding its long-term development prospects and maintaining its competitive edge. What we hold to be vital in terms of this sustainable development are the constant improvement of management quality and procedures, the crucial role played by soft motivational factors and the promotion of physical and cultural activities amongst our staff, along with working to increase their awareness of diversity at every level. We also consistently support local social initiatives and numerous charitable campaigns.

MakoLab S.A. runs an ongoing programme of initiatives rooted in environmental protection and encouraging an ecologically supportive mind-set amongst the staff. The management board prioritises climate-related concerns, affording them full consideration in our current operations and when planning new investments. Our office buildings, which feature low emissions and energy-efficient solutions, reflect this, as do our internal regulations for company-wide workplace organisation. At the same time, we work to build climate awareness amongst our staff, propagating and supporting pro-environmental initiatives. The company's ecological priorities include reducing our carbon footprint and minimising the amount of waste we generate, while maximising our recycling levels.

It is with great pleasure that I present this, the second MakoLab S.A. CSR report, to you, the reader. I hope you enjoy its insights into our company!

Wojciech Zieliński, President of the Board, CEO

About MakoLab

MakoLab is a catalyst for innovation, a digital project house unleashing humancentric creativity, providing business and technology consulting, product design, software delivery and global 24/7 operations support. We have been operating since 1989, putting people first as we craft user-inspired solutions. We currently handle millions of operations daily for more than 100 markets.

We apply our pioneering concept of intelligence amplified to creating our IT solutions. Our developers are empowered, and their skills are enhanced, by using tools such as machine learning, language models and artificial intelligence techniques. Our innovative, profoundly intuitive work is the outcome of uniting state-of-the-art technology and immense human expertise and insight.

As a developer of custom-designed software, we offer our clients a one-stop shop service rooted in our wide technology stack, outstanding user experience expertise and impeccable standards of quality, attested to by the certificates we hold.

Company details

Company name:	MakoLab Spółka Akcyjna
Legal form:	Spółka Akcyjna (joint-stock company)
Country of incorporation:	Poland
Registered office:	Łódź, Poland
Address:	ul. Ogrodowa 8, 91-062 Łódź
National Court Register number:	KRS 0000289179
REGON:*	471343117
VAT number:	7250015526
Registering court:	District Court for Łódź-Śródmieście, 20th Department of the National Court Register
Telephone:	+48 42 683 74 60
Fax:	+48 42 683 74 99
e-mail	info@makolab.com
Website:	http://www.makolab.com

National Official Business Register number

Shareholder Structure

Shareholder	Total number of shares	Number of free float shares	Share of votes at the Shareholders' General Meeting
Krzysztofa Sopek	2,134,362	24,362	30.55%
Mirosław Sopek	2,134,362	24,362	30.55%
Jacek Wolski	349,878	349,878	5.01%
Others	2,718,256	2,438,256	38.90%
Total	6,986,980	2,486,980	100.00%

Table 1. MakoLab S.A.'s shareholder structure as at 31.12.2023, showing shareholders holding at least 5% of the votes at the Shareholders' General Meeting.

On 12.02.2024, the company was notified of Mr Jacek Wolski's reduction of his ownership of shares in MakoLab S.A. to less than 5% of the total number of votes.

The MakoLab S.A. Management Board

The company's management board comprises:

- **Wojciech Zieliński**, President of the Board
- **Marek Wodzisławski**, Vice President of the Board
- **Piotr Adamkiewicz**, Vice President of the Board
- **Piotr Ignaczak**, Vice President of the Board

It consists of one to five members, including the president and vice presidents, who are appointed for three years.

The MakoLab S.A. Supervisory Board

The company's supervisory board comprises:

- **Sybilla Anna Graczyk**, Chair of the Supervisory Board
- **Sławomir Jarecki**, Deputy Chair of the Supervisory Board
- **Jacek Michalak**, Member of the Supervisory Board
- **Jerzy Marek Rudziński**, Member of the Supervisory Board
- **Krzysztof Kulig**, Member of the Supervisory Board

It consists of three to seven members, including the chair and deputy chair. At the same time, half of the members are independent and, when one shareholder owns a block of shares giving them more than 50% of the total number of votes, the supervisory board has at least two independent members. Its members are elected by the Shareholders' General Meeting, with the exception of the first supervisory board, which was established by the founders.

During the period from 01.01. to 31.12.2023, the following meetings were held:

a) the Shareholders' General Meeting, which took place in Łódź on 29.06.23;
b) an Extraordinary Shareholders' General Meeting, which took place in Łódź on 06.12.23.

The content of the resolutions adopted at the Shareholders' General Meetings held on 29.06.2023 and 06.12.2023 are available on our website, at **https://makolab.com/investor-relations/wza**. (in Polish only).

Summary of financial results

MakoLab S.A. publishes its financial results regularly at
https://makolab.com/pl/relacje-inwestorskie (in Polish only).
A summary of the results obtained by the company for the reporting period is Table 2.
The values are given in PLN thousands.

		2023	2022	Change
Total sales:	PLN k	72 298,1	69 142,8	5%
Profit from sales:	PLN k	4626,4	3623,9	28%
Profit from operational activities:	PLN k	4080,4	4248,4	-4%
EBITDA:	PLN k	5376,4	5580,6	-4%
Profit (loss) gross:	PLN k	2928,1	4839,3	-39%
Profit (loss) net:	PLN k	2173,7	3664,2	-41%
Fixed assets:	PLN k	3546,4	4437,4	-20%
Current assets:	PLN k	33355,7	33749,7	-1%
Equity:	PLN k	25822	24347	6%
Payables and reserves:	PLN k	11080,1	13,840,1	-20%
Net cash flow:	PLN k	3142,9	205,8	1427%
Cash as at the end of the year:	PLN k	15454,9	12312,0	26%

Table 2. Financial results obtained by the company for 2023 and 2022

The company's financial situation as at 31.12.2023 is illustrated by the financial ratios:

	31.12.2023	31.12.2022
Return on assets:	0.06	0.10
Return on equity:	0.09	0.16
Sales profitability:	0.03	0.05
Liquidity ratio 1:	4.73	4.03
Liquidity ratio 2:	4.73	4.03
Liquidity ratio 3:	2.56	1.92
Accounts receivable turnover, in days:	84.00	74.00
Liabilities turnover, in days:	16.00	19.00
Share of equity in asset financing:	70%	64%
Fixed assets covered by equity:	7.28	5.49
Book value per share	PLN 3.70	PLN 3.48
Financial result per share	PLN 0.31	PLN 0.52

Table 3. Financial ratios for MakoLab S.A. for 2023

Clarifications:

- **return on assets:** net profit/average assets
- **return on equity:** net profit/average equity
- **sales profitability:** net profit/revenue from sales of products, goods and materials
- **liquidity ratio 1:** current assets/short-term liabilities
- **liquidity ratio 2:** (current assets: reserves)/short-term liabilities
- **liquidity ratio 3:** short-term investments/short-term liabilities
- **accounts receivable turnover, in days:** average gross receivables for deliveries and services*365/revenues from sales of products, goods and materials
- **liability turnover, in days:** average gross liabilities for deliveries and services*365/revenues from sales of products, goods and materials
- **share of equity in asset financing:** equity/assets
- **fixed assets covered by equity:** equity/fixed assets
- **book value per share:** equity/number of shares
- **financial result per share:** net profit/number of shares

The capital group
Entities with ownership ties to MakoLab S.A. as at 31.12.2023.

Subsidiaries

MakoLab Consulting Sp. z o.o.,
which has its registered office in Łódź, Poland. The company provides consultancy services in the sphere of strategic, change and project management, process optimisation and managing large quantities of data.

MakoLab UK Ltd.,
which has its registered office in London. MakoLab UK Ltd. provides digital agency services throughout the United Kingdom.

MakoLab USA Inc.,
which has its registered office in Tampa, Florida. The company provides digital agency services, including the promotion of the LEI.INFO solution on the American market.

MakoLab DE GmbH,
which has its registered office in the Unterföhring district of Munich. The aim of MakoLab DE is to strengthen the company's presence and increase its sales in the DACH region, which is to say, Germany, Austria and Switzerland.

In comparison to MakoLab S.A.'s operations, the subsidiaries' economic activities are small in scale. As such, their financial data are not crucial to MakoLab S.A.'s results. For that reason, and on the basis of Article 58 of the Accounting Act of 29th September 1994 (Dz. U. [Journal of Laws] of 2013, item 33), the management board of MakoLab S.A. took the decision not to compile a consolidated report.

Risk factors

Risk factors associated with the company's operating environment

Macroeconomic risk

The Polish and global macroeconomic situation has an impact on the company's financial results. It is shaped by a number of crucial factors, such as the GDP growth rate, the dynamics and level of inflation, the investment growth rate, interest rates, the level of unemployment, the level and growth rate of personal income in the population, the debt level of economic units and budgetary units and the economic situation in individual sectors of the economy in a given country.

The global political situation exerts a powerful influence on these factors, including, first and foremost, the risk of the escalation of ongoing armed conflicts or the outbreak of new ones. One critical factor affecting the macroeconomic situation in Europe is the war in Ukraine, the effects of which could give rise to a deterioration in the general economic outlook and a perception of Poland as a country with a heightened risk of armed conflict. A worsening economic situation may have adverse repercussions for the number of orders for the company's products and services and for its financial situation. A deterioration in Poland's macroeconomic situation could have a negative impact on the growth rate of the domestic IT market and demand for MakoLab's products and services. A decline in the GDP growth rate in countries where those products and services are distributed may exacerbate the financial situation of foreign companies and reduce their investment budgets for IT solutions, including those we offer.

The company makes every effort to limit the risk in question by working to diversify its client portfolio, expand the services it provides and control its operating costs.

Interest rate risk

The company currently has an overdraft facility and short- and long-term leasing liabilities based on a variable interest rate The company's total financial costs therefore depends on interest rate levels. A rise in interest rates will result in an increase in financial costs. However, it should be noted that the company's debt level and the resulting financial costs remain relatively low in relation to the size of the company and its financial results. Unfavourable fluctuations in interest rates would increase financial costs. If the company were to extend its debt financing involvement in the future, its greater exposure to a decline in financial results caused by a rise in interest rates cannot be ruled out. The company does not use hedging instruments to offset the risk of interest rate changes.

Exchange rate risk

In recent financial years, the share of foreign currencies in the company's sales revenues has reached a level of approximately 75% to 80%, mainly in euros. Part of the company's operating costs is also incurred in foreign currencies, again primarily in euros. The significant share of exports in the company's sales revenues causes exchange rate risk; differences in currency rates may affect both the company's total revenues in Polish zlotys and its profitability.

The company makes every effort to limit exchange rate risk by negotiating short payment terms with foreign

contractors and reinforcing control over the payment of receivables.

Moreover, in order to limit the risk of rapid exchange rate changes, the Company enters into futures contracts for the sale and purchase of euros. An increase in the value of the euro could contribute to a negative valuation of futures contracts which have been entered into and, in extreme cases, to exceeding the settlement limit granted by the bank. This may necessitate the company's simultaneous settlement of some futures contracts and covering of the financial loss. The company limits the risk of incurring losses by monitoring the EUR/PLN exchange rate and adjusting its portfolio of futures contracts in line with the market situation.

Legal risk

Changes made to the Polish or European legal system or to the legal systems of the countries where the company operates and where it sells its products and services may pose a risk to its business activities. This applies, in particular, to regulations in the areas of personal data protection law, intellectual property law, commercial law, tax law, regulations governing business activity, labour law and social security regulations, securities law and regulations concerning the conduct and settlement of projects subsidised by the European Union and the state budget. Changes in these areas of law could impose new obligations on the company and have a negative impact on its operations and development plans. In addition, they might create problems as regards the correct interpretation of legal provisions that may be ambiguous or divergent.

The company makes every effort to reduce legal risks by working with an experienced law firm on a permanent basis.

Tax risk and the instability of the Polish tax system

The Polish tax system is characterised by highly variable regulations, which are sometimes imprecisely formulated and often lack clear interpretation. Interpretations of tax regulations are subject to frequent changes. At the same time, there is often a lack of unified positions in terms of the tax authorities and court decisions in respect of taxes. This means that Polish entities are exposed to greater risk than companies operating within more stable tax systems. If the tax authorities adopt an interpretation of tax regulations that differs from the one which has been adopted by the company and is the basis for calculating the company's tax liability, this may involve consequences such as the need for the company to pay overdue tax and penalties. This may affect the financial result and the company's liquidity.

The company makes every effort to limit this risk by outsourcing its accounting and tax settlements to a specialist company.

Competitive risk

The company operates on the IT services market, which is characterised by a high and constantly intensifying level of competitiveness. On the one hand, interactive agencies, leading integrators, international IT corporations and global and domestic consulting companies offering the implementation of IT solutions and IT outsourcing all number among the company's competitors. On the other hand, competition also comes from small enterprises and freelancers offering services at very attractive prices. The company monitors price pressure and global IT service providers' attempts to enter the markets on which it operates.

Moreover, the largest players are further strengthening their market position as a result of the ongoing consolidation processes in the sector. The company cannot rule out the emergence of an entity with the capability of producing products of similar technological and functional solutions. The situation described here could result in a loss of clients, significant revenue loss and, as a consequence, a deteriorating financial situation.

The company makes every effort to limit the risk related to intensifying competition by building long-lasting

relationships with key clients and constantly improving the quality and efficiency of its software development work and service provision.

Technological change risk

The company offers products and services in the sphere of technological solutions. The IT sector is an arena for significant changes in terms of innovativeness, technology and new solutions. Given the rapid pace of technological development in the sector, the solutions offered by the company could prove to be outdated and technologically unequal to the needs of the market. This might translate into a loss of clients or difficulties in acquiring them and have an adverse impact on the company's financial results.

To avoid this risk, the company monitors the directions in which the market is moving and endeavours to adapt its offerings to current technological trends. At the same time, it is committed to developing innovative solutions, particularly in the field of machine learning. It identifies no risk attached to technological change greater than that generally associated with the specific nature of the IT sector.

Force majeure risk

The outbreak of wars, terrorist attacks, pandemics and other unforeseeable events could give rise to unfavourable changes in the economic situation and financial markets, which might have a major negative impact on the company's financial situation. Furthermore, random events such as fires, floods and other extraordinary natural forces might cause failures of, or destruction to, essential tangible assets belonging to the company and disruptions to its provision of services and delivery of products which may negatively affect its financial results. The Company also identifies the risk of the sudden exclusion of a significant number of staff members from performing their work owing to *force majeure*.

In order to minimise the risk of force majeure, the company has developed a business continuity plan covering lack of access to key resources and has implemented remote work procedures.

Risk factors associated with the company's operations

Risk associated with implementing new products or services or modifying existing ones

One specific aspect of the information technology sector is the very rapid evolution of the technologies and IT solutions in use and the short lifecycle of products and services on offer which this gives rise to. For MakoLab, this makes it essential to change our own products and services and constantly train in outside technologies and products. There is a risk that, despite our continuous work on adapting what we offer, we may not be able to provide the solutions that will best meet clients' expectations. The emergence of new solutions on the market could render the products and services in our portfolio unattractive to potential clients, meaning that they may not provide the revenues anticipated during their creation and development. Our financial results and liquidity may deteriorate as a consequence.

The company makes every effort to reduce this risk by monitoring current market and technological trends on an ongoing basis and adapting its products and the way they are created accordingly.

## Risk associated with delivering crucial applications and systems to clients

A major aspect of the projects carried out by the company involves implementing applications or providing services that regulate or even facilitate vital business processes for our clients and determine their proper functioning. There is a risk that, in the event of the defective operation of an application we have installed on a client's premises or

of a service being incorrectly performed, the client might incur additional costs or even suffer financial losses. As a consequence of situations like these, clients may well try to reduce the remuneration payable to the company for the deployment of the application or performance of the service and may also attempt to enforce the payment of damages by the company. This could have a negative impact on the company's finances. Indeed, the very act of claims being lodged and existence of a dissatisfied client could have a negative effect on our brand image.

The company makes every effort to reduce this risk by ensuring that the processes for analysing requirements, creating applications and deploying them and for performing services are properly organised. For instance, we deploy test solutions at our clients' premises and present prototypes for acceptance. We also ensure that contracts with clients include clauses restricting the company's liability. The clauses comply with the applicable law and business practices, particularly in the IT sector. In addition, the company is covered by professional liability insurance.

Risk associated with personal data protection and information security

The applications deployed by the company and the services it provides frequently involve processing clients' personal data, sensitive data and sensitive information. There is a risk that, in the event of the defective operation of an application we have installed on a client's premises or of a service being incorrectly performed, a penalty may be imposed on the company or the client. As well as potential financial consequences, clients can face
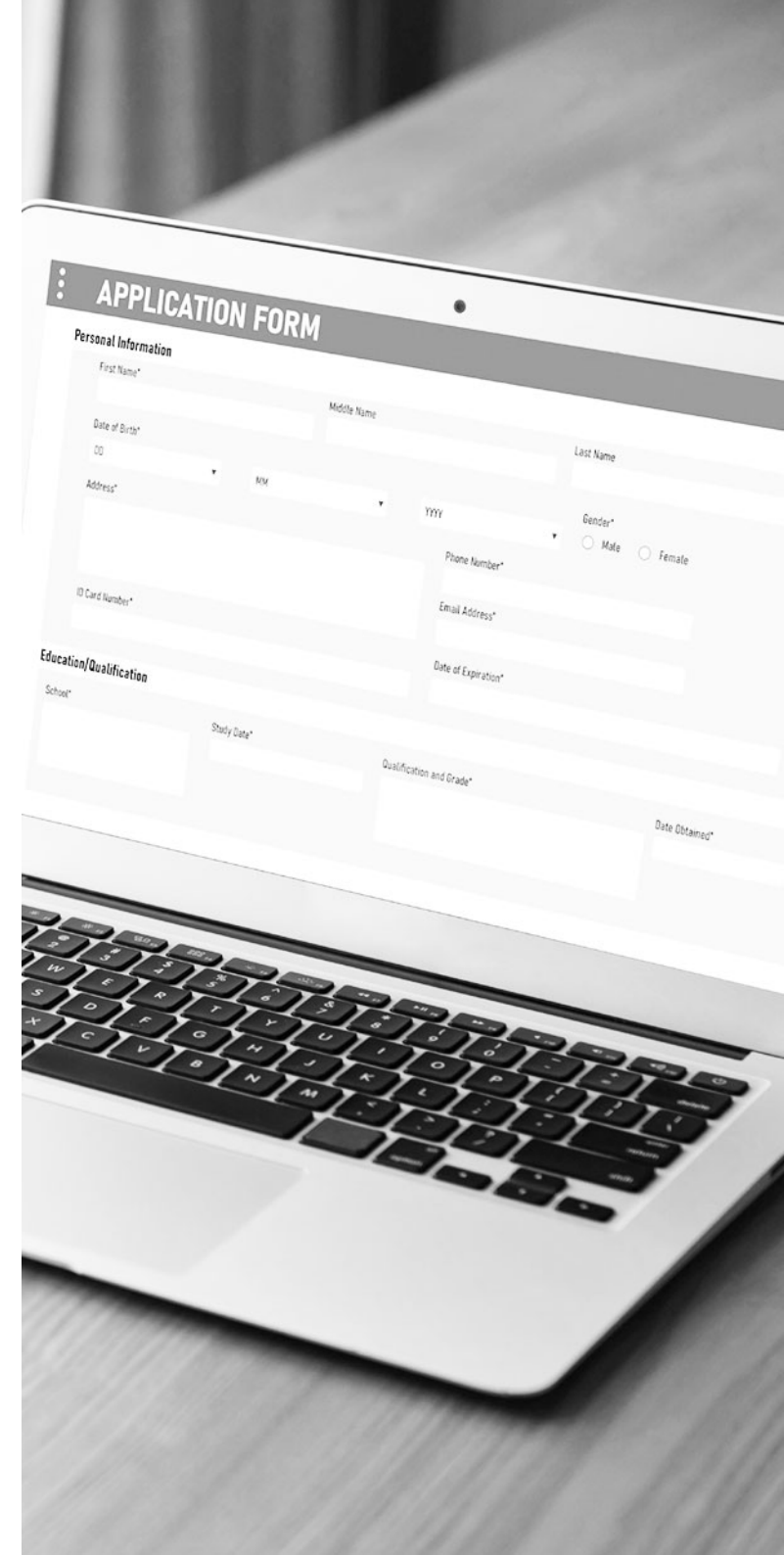
the disclosure or loss of essential data and information. As a result of situations like these, the company may incur the costs of penalties or of damages enforced by the client. This could have a negative impact on the company's finances. Indeed, the very act of paying penalties or existence of a claim being lodged by a client could have a negative effect on our brand image.

MakoLab S.A. is ISO 27001 and TISAX certified. These standards ensure the protection of information and personal data. The company's work to attain these standards and its compliance with them reflect its rigorous efforts to limit this risk, as does its use of security clauses in contracts with clients and its conclusion of insurance contracts covering the aforementioned risk.

Risk associated with the possibility of losing key clients

The source of the majority of the company's revenues is a group of several key clients, primarily in the automotive, financial and related sectors. There is a greater risk of either losing orders from clients in these sectors or of seeing them significantly decline as a result of their purchasing policies, cost-cutting exercises and so forth. A situation of that kind could result in significant revenue loss, shrinking profitability and, as a consequence, a deteriorating financial situation.

Recognising this risk, MakoLab S.A. is taking steps to diversify its revenue sources further. As regards its key clients, the company is reducing the risk by collaborating with a number of the clients' departments and branches which have their own budgets. We offer a diverse range of services relating to our clients' various budget lines and to branches in parts of the world where development is being observed.

Risk associated with client insolvency

MakoLab S.A. offers its clients deferred payment terms for the products and services it delivers. The company recognises the risk of its clients' permanent or temporary insolvency, which could have an impact on its own financial liquidity and, in the event of

a client's permanent insolvency, on its financial results. The company limits that risk by verifying new clients' creditworthiness, continually monitoring the status of receivables and maintaining an appropriate level of funds on its bank accounts.

Risk associated with increasing operating costs

The company's financial results are influenced by a range of factors over which it has no control, with some having a crucial impact on its operating costs. They include a rise in remuneration for IT and other experts and inflation-induced changes in the prices of the goods and services the company purchases. At present, personnel costs constitute the largest component of the costs borne by the company. As a result, a rise in remuneration for IT experts poses the greatest threat to the company in this area. Should this kind of increase in costs occur without a simultaneous rise in the company's revenues, there would be a risk of its financial situation deteriorating.

Risk associated with seasonal sales

The company is observing some seasonality in sales, with sales revenues increasing in successive quarters of a given year. In the company's opinion, this relates to clients' cost budget management processes and to the settlement period for the work we perform. The measure of the seasonality we have observed is not significant. The phenomenon of seasonality might affect businesses' liquidity.

We have not recorded any problems with liquidity and therefore assess the risk of a deterioration in liquidity triggered by the seasonality of our operations to be minimal. In the event that MakoLab S.A.'s quarterly results are interpreted without referring to the figures from other quarters, the phenomenon of seasonality could also give rise to an incorrect evaluation of the profitability of the company's operations.

Risk associated with the loss of key and qualified staff

An appropriate number of staff and the appropriate skills and experience are crucial to the company's business and its development. A high demand for programmers and IT

consultants with extremely strong skills and experience can be seen on the market, complicating the recruitment process and creating a risk that staff, including key personnel, will leave. This could lead to the company's failing to complete orders it has undertaken, the need to withdraw from potential orders and, in an extreme case, the loss of know-how.

The company makes every effort to prevent this by collaborating with HEIs in terms of work experience and internships, offering attractive employment conditions and non-salary benefits and maintaining a high percentage of staff on permanent contracts of employment. Our systems of documentation and archiving are another important solution, enabling us to minimise the risk of losing know-how.

Risk associated with carrying out projects co-financed with European Union funding

MakoLab runs projects for which it receives funding from the European Union and the state budget. The company also intends to apply for grants for further projects in the future. Working on projects of this kind carries the risk of failing to achieve the planned indices, which might make it necessary to return some or all of the grant. The regulations on running and accounting for projects of this nature could be amended. They could also be interpreted in various ways by the institutions responsible for awarding grants and controlling how they are spent. In addition, grants can be received late, rather than in line with the schedules set out in the project.

These factors create a risk for the company's short- and long-term financial situation in terms of its financial results and liquidity. The company limits this risk by planning its schedules for expenditure on projects of this kind with great care and employing staff with experience in running projects and accounting for them, as well as collaborating closely with the institutions awarding the grants and supervising their accounting.

Risk associated with the repayment of debt

The company makes use of debt financing. Every financial obligation requires repayment in accordance with the agreed financing terms and conditions, meaning that

company must either have sufficient funds when the repayment is due or the capability of extending the financing over a longer period. The company currently has an overdraft facility and liabilities arising from leasing agreements. Loans are used to manage working capital in the course of normal operating activities and the leasing agreements include a repayment schedule which assumes the gradual repayment of capital. In addition, the company maintains a safe level of debt in relation to its size and financial results.

Risk associated with the failure of key resources used in the course of business

The company is exposed to the risk of IT system, software and computer equipment failure, which might cause delays and significant problems in carrying out orders involving the deployment of IT solutions for clients. MakoLab S.A. also offers services in connection with its data centre, which is designed to provide clients with permanent, risk-free access to their data. Given the nature of this service, the company's data centre is particularly well secured against failure. Even so, a failure which causes the loss of access to those data could trigger a loss of trust on the part of our clients.

The company makes every effort to ensure that the systems exposed to the risk of failure are thoroughly protected, especially since reliability is a crucial demand made of us by our clients.

Our guiding principles

1

Comply with the law and international rules designed to protect the environment.

2

Rationalise in order to reduce the use of raw materials and natural resources, achieving the lowest possible level of water, energy, fuel and paper consumption.

3

Manage waste responsibly by minimising the quantities generated, using selective collection, maximising recycling and sending it for neutralisation.

4

Educate and encourage staff members to get involved in environmental protection activities and pro-ecological management.

5

Promote the concepts of environmental protection among clients by implementing innovative solutions in the field and by using pro-ecological insurance offerings and active marketing strategies.

6

Actively promote sustainable transport, including cycling and taking public transport to commute to work and the use of video conferencing for daily business operations.

7

Nurture natural diversity both within the company and beyond.

8

Hold an open dialogue with our stakeholders as a way of seeking innovative, pro-ecological business solutions.

9

Communicate responsibly and ethically about our impact on the environment, via the channels we use in our business operations.

Sustainable development

MakoLab respects the shared vision of the future and plan of action whereby governments, industry, non-governmental organisations and citizens work together for a better world. We implement improvements at every step along the way, proving that our company is acting for change and transformation where the environment is respected and the needs of present generations can be met sustainably, while those of generations to come are taken into account.

A positive environmental impact

We concentrate on increasing the engagement of crucial external stakeholders and place particular emphasis on extending our collaboration on positive changes with our suppliers, other business partners and organisations. We also focus on activation in the local community.

- At MakoLab, we maintain a sustainable supply chain. We believe this is a solution that will help to reduce poverty by way of both fair pay for suppliers and selecting suppliers who fulfil the ethical requirements as regards fair pay and are based in regions threatened by poverty
- We are transparent about our financial situation and regularly publish reports on the company's status
- In our collaboration with our suppliers, we apply ethical principles familiar to the entire organisation via our *Code of Ethics* and *Code of Conduct*

A responsible organisation

We are intent on building an organisational culture which supports the autonomy of our staff. At its roots lie equality, diversity and inclusivity. Observing these fundamental values creates a work environment founded on trust and transparency. We are also vigilant about ensuring that we never stop applying best corporate government and management practices, which builds our resistance to unfavourable changes when they occur around us.

- We pay fair salaries
- We create decent jobs and a safe work environment
- We care about the safety and mental health of our staff
- We support lifelong learning and the development of the skills related to new technologies
- We publish all sorts of incentives and encouragement to adopt and sustain a healthy lifestyle in MakoNews, our in-house newsletter
- We keep an ongoing watch over the number of women we have in management positions
- We apply a zero tolerance policy towards any and every form of workplace abuse, verbal or physical, including sexual harassment
- We encourage our staff to save water both at work and at home
- We create opportunities for young people to work and build their qualifications

EcoMako

We make every effort to minimise our impact on the natural environment and rigorously track our carbon footprint.

- The energy we use at our HQ at No. 8 ulica Ogrodowa in Łódź is almost 100% drawn from renewable sources. For full details of our resource consumption, please see the *Respecting nature* chapter, which begins on page 27
- Our company's business ethos correlates with the city authorities' sustainable development activities
- We care about forestation. We plant trees and we keep our use of paper to the bare minimum

Goal	Result for 2023

Ensuring that the company's operations conform to the principles of ESG required by counterparties
Obtaining positive assessments for the period in question from:
a) organisations certifying compliance with ESG rules for the period in question
    - Ecovadis
b) organisations designated by key clients
    - NQC
	Positive measurement for 2023

Conducting a management review and measuring its results	Positive measurement for 2023
Recording and measuring the number of incidents reported in connection with violations of legal provisions	Positive measurement for 2023
Managing human resources as required by the applicable laws and the company's internal regulations; employing staff, staff exit process, staff development, satisfaction with benefits and so on	A range of results relating to different indicators. More information on this can be found in the *MakoPeople* chapter, on page 32.
Measuring and monitoring hazardous situations and accidents at work: · potential accidents/near misses, where there was a hazard, but the member of staff was not injured · accidents at work where the member of staff decided to return to work with no loss of days · accidents at work with days lost to sick leave · incidents involving the provision of first aid	Positive measurement for 2023 .
Recording and measuring pro-ecology activities and the promotion of good environmental practices: · planting new trees · limiting the use of photocopying paper · ordering company notepads made from recycled materials · ordering ballpoint pens made with recycled parts from home appliances	Measured twice in 2023. Average for the year: 87.5%
Carrying out regular measurements of the correct disposal of electrical and electronic waste.	The expected value is 100%. That goal was achieved in 2023
Periodically compiling energy consumption summaries for our offices on ul. Demokratyczna and ul. Ogrodowa and carrying out comparisons with the previous year's consumption	The consumption for 2023 was 115% in comparison with 2022
Comparing water consumption for our offices on ul. Demokratyczna and ul. Ogrodowa and comparing it with the data for the previous year	The consumption for 2023 was 129% in comparison with 2022
Maintaining fuel consumption at the previous year's level	The consumption for 2023 was 121% in comparison with 2022
Recycling used printer cartridges	The expected value is 100%. That goal was achieved in 2023
Avoiding cleaning and personal hygiene products that have a negative environmental impact and using ecologically friendly variants instead whenever possible	Positive measurement for 2023

MakoLab
Making the world better

When we were hunting for a new HQ a few years ago, we were determined to select a place that accorded with our values. The office facility at ulica Ogrodowa 8 was designed to incorporate state-of-the-art construction technologies in line with the principles of green building and sustainable development. This is attested to by the **BREEAM** certificate awarded to it. These certificates are only granted to buildings where modernity and the highest levels of comfort go hand in hand with effective care for the natural environment.

We have the use of electric vehicle charging stations and parking for one hundred and fifty bicycles, along with changing rooms and showers. Our hot water is warmed by heat recovered from the server room and, as far as possible, the water we use is rainwater. Energy efficiency is another of the many environmentally friendly features.

At MakoLab, segregating waste is second nature to us and we never print anything out without first considering if we really need to.

**Asset Performance:
Excellent
72.5%**

https://bregroup.com/products/breeam/

More information on the BREEAM audit and the solutions we have in place in our offices can be found in the *Respecting nature* chapter, which begins on page 27.

MakoActive
Making Łódź greener

As a company, we operate in full awareness of the fact that our business decisions have a real impact on the world around us. Łódź is our city. It is dear to our hearts. We care about it, contribute whatever we can to its systematic development and are always happy to join prosocial initiatives launched by the local authorities and NGOs.

Overcoming CO_2 emissions

Together, the 150 trees that MakoLab has planted so far:
- produce enough oxygen for 101 people
- constitute 162 square metres of forest
- absorb 900 kg of CO_2

Did you know that…

The in-house 'create a miniature forest and adopt some reindeer lichen' campaign we ran involved a 'forest-in-a-bottle' workshop we set up for our staff and their families. After the session, everyone could take not only their own, hand-created glass-enclosed woodland home with them, but also the reindeer lichen they had the chance to adopt. Why lichen? Globally, the role lichens play is a crucial one. It turns out that these progenitors of plants absorb a remarkable amount of carbon dioxide from the atmosphere; almost six-and-a-half gigatons, in fact, and, by the same token, they slow down climate change. In addition to that, they help to retain moisture in the soil and to cool it down. We know that our staff are aware of all this and are using the lichen accordingly in their homes and gardens alike.
Read more at **https://makolab.com/csr**

Timeline

2021
We funded flowers beds at the heart of the city, where the Łódź authorities then planted 66 shrub seedlings, 54 ornamental grass seedlings and 152 flower bulbs

2022
Working with the posadzimy.pl (let's plant) initiative, we planted 50 trees in Ogrodzieniec, in southern Poland

2022
We set up a dispenser of meadow flower seeds at our offices. All our staff were welcome to help themselves

2023
We sponsored the World Henri Capitant Days; the theme that year was environmental responsibility

2023
We ran an in-house 'create a miniature forest and adopt some reindeer lichen' (Cladonia rangiferina) campaign for our staff

2023
We began using ballpoint pens made with recycled ABS plastic, which is obtained from sources like old electrical devices and household appliances and cars at the end of their useful life

2023
Working with posadzimy.pl, we planted 100 trees in Łódź

Working for others
Our charity initiatives

2014:

We supported Łódź Business Run, part of Poland Business Run (see 2023 below)

2015:

We supported Łódź Business Run

2016:

We supported Łódź Business Run

2017:

We supported Łódź Business Run

2017:

We supplied and delivered 445 kilos of wet food for the animals in the Przytulisko Głowno shelter to the north-east of Łódź

2018:

We supported Łódź Business Run

2019:

We supported Łódź Business Run

2020:

We ran a 'Give a computer a new lease of life' campaign, collecting equipment for children whose lack of a computer meant they had difficulty accessing their lessons and schoolwork during the COVID-19 pandemic.

2020:

We supported the Poland Business Run Foundation

2021:

We supported the Poland Business Run Foundation

2021:

Our involvement in assisting Fundacja Dom w Łodzi (A Home in Łódź Foundation), a charitable foundation running a children's home began. We held an auction to raise money for the foundation and created Christmas cards which helped to spread the idea of donating to it.

2022:

Our staff launched their efforts on behalf of Ukraine and Ukrainian refugees during the very first days of the war, organising transport to the border, accommodation and a collection to gather personal care products

2022:

We put a complete stop to ordering drinks in plastic bottles for our offices

2022:

We supported Poland Business Run

2022:

We decorated our offices with Christmas tree baubles featuring children's hand-written messages. Some expressed the wishes of children under the wing of Fundacja Dom w Łodzi. Others voiced the collective dream of those in the care of Fundacja Mały Duży Człowiek (the Small Big Person Foundation). Our staff were free to take a 'dream bauble' from the tree, knowing that doing so committed them to

helping Santa Claus out by providing the gift the writer had described on the decoration.

2022:

We made a donation to Fundacja Dom w Łodzi

2022:

We made a donation to Fundacja DODO (the DODO Foundation); its mission is to protect vanishing and endangered species in Poland and around the world in their natural environments and in conservation centres

2023:

We launched a collaboration with Fundacją Working Dogs (Working Dogs Foundation) and made a donation to support their work in caring for animals

2023:

We supported the Poland Business Run Foundation. The funds raised from entry fees have made it possible to help 94 amputees and people facing other mobility challenges or who have undergone mastectomies, with more applications from potential beneficiaries now being processed. 19 prosthetic limbs have been subsidised so far, as have 16 wheelchairs and 71 post-amputation and post-mastectomy rehabilitation stays

Engaging with the technological community

MakoLab makes the most of the potential offered by the Central Poland ICT Cluster and SoDA as a means of further enhancing our growth on the market and contributing value as an aware employer.

MakoLab | ICT POLSKA CENTRALNA KLASTER

We are proud to be able to share our knowledge and be involved in the activities of the Central Poland ICT Cluster. Established at the initiative of the Łódź University of Technology on 1st July 2012, it brings together ICT businesses, institutions providing business support and the HEIs of Łódź, including the project coordinator, the University of Technology. The cluster's activities serve to integrate the organisations in the sector and build social awareness relating to the potential for education, work and further development in the region's IT industry as a whole. It also creates conditions for the implementation of new information technologies, a field which includes the commercialisation of research results.

https://www.ictcluster.pl/

MakoLab | SoDA

The SoDA* team supports member companies in promoting Polish programmers and software both in Poland and internationally. The organisation holds training courses and events for experts and managers, providing opportunities for networking and exchanging information freely.

As part of our fundamental principle of exchanging knowledge, we regularly publish articles and interviews sharing our know-how and our thoughts on our sector.

* Software Development Association, Poland

https://sodapl.com/

Working with the City of Łódź

YOUNG PEOPLE IN ŁÓDŹ

In 2023, we once again gave our support to the Young People in Łódź grant programme, which awards grants to the most outstanding students at the Łódź University of Technology and the University of Łódź. The programme is run by the city's Office of Economic Development and International Relations in conjunction with the city's largest HEIs and leading local employers.

A TASTE OF WORK IN ŁÓDŹ

We also joined a pilot programme by the name of 'A Taste of Work in Łódź' in 2023. Five of the city's high schools were invited to take part, along with companies from the technology sector, The initiative is intended not only to encourage young people to envisage their future in Łódź by raising their awareness of the city's potential and job prospects, but also to help them plan their careers.

Łódź is also the Titular Partner and Event Host of an event entitled 'Fintech & e-commerce linking days Łódź'. It brings together representatives of sectors where a technological revolution is surging thanks to the synergy of their activities. 2023 saw us partnering a post-graduate course, with members of our staff teaching on it. Designed for people interested in acquiring knowledge and skills in the field of financial technology, there is no other course like it in Poland. It was co-founded by the University of Łódź, the Łódź City Office and the FinTech Central Poland community.

THE FINTECH COMMUNITY INITIATIVE

This is a city initiative related to the need to integrate the FinTech sector. The aims of the integration are to:

- identify FinTech companies and institutions operating in Łódź;
- develop a strategy for the FinTech sector's growth in the city;
- work together in order to promote the enormous potential of the region as a place where FinTech

projects are already being successfully accomplished and partners can be found to carry out projects of that kind.

MakoLab has taken part in a number of FinTech Community activities, as follows:

- our CEO, Wojciech Zieliński, plays a part on the FinTech Community Programme Committee and MakoLab's representatives are ongoing contributors to the team developing an operational strategy;
- Wojciech Zieliński is also part of the Programme Committee for a new postgraduate course of study at the University of Łódź.
- we provided organisational support and sponsored the first Fintech & e-commerce linking days event.

THE INVEST IN LODZ PROGRAMME

MakoLab is active in supporting this initiative, which is intended to acquire investors for Łódź. Invest in Lodz is the operational name for the Office of Economic Development and International Relations team, which is responsible for promoting the city and economic collaboration and attracting investment.

Our collaboration on the programme includes:

- involvement in promotional initiatives, such as creating material showing Łódź as an excellent place to run a business, co-financing the production of advertising videos, together with other IT companies, and posting informative and promotional content on our communication channels;
- playing an active role in events organised in the city as part of the Invest in Lodz programme, including meeting potential investors and presenting our case studies as a Łódź company;
- taking part in economic missions;
- being an active participant in events with a global reach where representatives of the city's authorities are playing a role. One example is the Web Summit 2023 conference. MakoLab was a lively presence at the Łódź exhibition stand, providing support in talks with potential partners and investors.

Nurturing young talent

We support young people starting out in the IT sector. We love sharing our knowledge with them and offering them material assistance. In 2023, we were intensively involved in the student life in our city.

Career expos where the MakoLab stand was a presence with a host of attractions on offer:

- 31st March: Łódź University of Technology, Faculty of Electrical, Electronic, Computing and Control Engineering
- 3rd April: Łódź University of Technology, Faculty of Technical Physics, Information Technology and Applied Mathematics
- 24th April: University of Łódź, Work Show
- 25th April: Student Careers Fair
- 24th May: 'Marian Rejewski' competition
  The third 'Marian Rejewski' competition was held in 2023. Together with dynamic start-up Quantum Blockchains, MakoLab sponsored the Rector of the University of Łódź's award for the best Master's thesis in the field of applied mathematics.
- 7th-9th November: Łódź IT Days
  On Day 1 of the 2023 Łódź IT Days conference, MakoLab's Kamila Braszak took to the stage to talk about how to launch a career in IT. The following day, we were represented by Krzysztof Pancerz, who gave a talk entitled *Python Tools for Intelligent Optimisation*.
- 1st December: the awards ceremony for the Young People in Łódź grants
- 12th December: the 11th 'Grants Are Power' competition, organised by the Łódź University of Technology Foundation

The statuette awarded to MakoLab for our contribution towards supporting students at the Łódź University of Technology

Respecting nature

Diligence as regards environmental and climate-related issues is a priority for MakoLab S.A.'s management board. When running our current operations and planning new investment, the board gives serious consideration to climate and environment alike. This is reflected not only in our office buildings, which feature low emissions and energy-efficient solutions, but also in our internal regulations for workplace organisation, including company-wide solutions for segregating waste. At the same time, we work to build awareness amongst our staff, propagating and supporting pro-environmental and climate-friendly initiatives.

2 independent power sources

An advanced air-conditioning and ventilation system, providing 60% more fresh air

Electric vehicle charging stations in the underground parking facility

An infrastructure for cyclists; stands, changing rooms and showers

Heat is recovered from the server room and used to heat water. Rainwater is used to flush the toilets

LED lighting in all the common areas
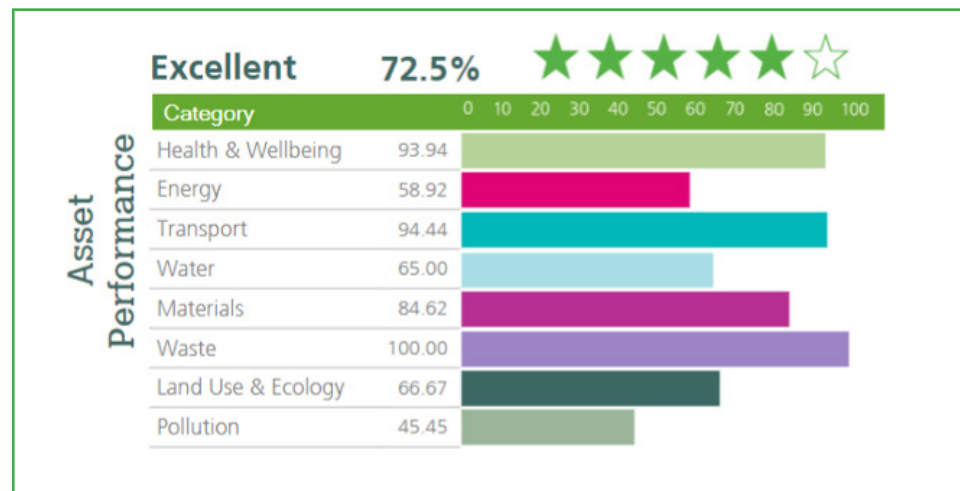
A smart building management system

24/7 access control and professional security

BREEAM Excellent and WELL Health-Safety rating certificates

The BREEAM audit chart for Ogrodowa Office, where MakoLab has its HQ. The chart shows the ratings scored in each category for the BREEAM audit, which is valid until 2026.

Excellent	72.5%	★★★★☆
Category		0 10 20 30 40 50 60 70 80 90 100
Health & Wellbeing	93.94	
Energy	58.92	
Transport	94.44	
Water	65.00	
Materials	84.62	
Waste	100.00	
Land Use & Ecology	66.67	
Pollution	45.45	

The following table shows the energy source structure for the Ogrodowa Office building in Łódź for 2023.

Energy source	Percentage share
Renewable energy sources, as follows:	98.72
● Biomass	3.52
● Biogas	82.14
● Geothermal energy	0.00
● Wind energy	5.18
● Solar energy	7.59
● Large-scale hydropower	0.00
● Small-scale hydropower	0.29
Non-renewable energy sources, as follows:	
● Bituminous coal	0.00
● Lignite	0.00
● Natural gas	1.28
● Nuclear energy	0.00
● Other	0.00
Total:	100.00

Our HQ building holds a BREEAM certificate, confirming that it meets the standards for the protection of the environment, users and local communities. BREEAM audits are carried out on the building annually. The assessment categories for the 2023-2026 audit encompass health and well-being, energy and energy efficiency, transport, water, materials, waste, land use, ecology and pollution, including noise.

DECARBONISATION LEVEL

A Carbon Risk Real Estate Monitor (CREEM) audit has been carried out on the Ogrodowa Office building, where we have our HQ. The CREEM initiative provides a transparent, science-based pathway to decarbonisation in line with the provisions of the Paris Agreement on limiting global heating to 1.5°C.

The data from 2022 show that the Ogrodowa Office building has a carbon emissions intensity of 25 kilos of CO_2 per square metre per year, which accords with the carbon reduction pathway for the real estate sector. According to the prognosis, the building's current status guarantees compliance with the decarbonisation level until 2035.

WATER AND ENERGY MANAGEMENT

The fully glazed façades of the HQ building fill our offices with natural light, contributing to the high-level workplace comfort and optimising energy efficiency and costs.

The lighting in our offices meets the legal standards and totals 500 lux. In the common areas, it is operated by movement sensors and we encourage

our staff to manage energy rationally in the office areas, turning the lights off whenever a room will be left empty.

The CREEM analysis gives the building's energy consumption intensity as 108 kWh per square metre per year.

Our operations do not involve using water for technological purposes. Our water supply is provided solely by the municipal water company and is used in the staff facilities for hygiene and catering. MakoLab neither draws surface or groundwater directly nor discharges wastewater into waters or the ground. We urge our staff to use water rationally.

The building features several solutions for minimising water consumption, namely:

● a rainwater collection and reuse system;
● a leak detection system;
● a smart building management system;
● water-efficient fittings.

3.75 l / per flush   **1 l / per flush**

3.5 l / per minute   **5.7 l / per minute**

NOISE

Our business activities do not generate noise in our immediate surroundings in the centre of Łódź; at under 65 dB, the noise levels meet the requirements of the relevant standards. In addition, with more than eight square metres of space per staff member and a generous number of rooms at our disposal, everyone's working conditions are comfortable.

In our project teams' offices, the noise levels are less than 55 dB.

WASTE RECYCLING

We provide our staff with instruction on segregating waste, ensuring that everything recyclable is discarded correctly. The appropriate waste containers are provided by the building administrator, as are informational and training materials.

In 2022, MakoLab S.A. put a complete stop to ordering disposable plastic items and water in plastic bottles. We provide water dispensers, glasses and glass carafes for our staff and visitors.

Ogrodowa Office complex
(including MakoLab)

Type of waste	Monthly collection in m³
Mixed municipal waste	47.96
Plastic waste	4.80
Paper and cardboard	19.18
Glass	1.05
Biological waste	1.05

WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT

Electrical and electronic equipment contains components and chemical substances which are hazardous to the environment. As a result, they are subject to special procedures for disposal and recycling, which are regulated by Directive 2012/19/EU of the European Council and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE). The building administrator is responsible for handling this waste.

MakoLab S.A. is registered in the BDO (Products, Packaging and Waste Management Database) and we are rigorous in controlling the amount of waste that our company generates.

Electronic waste quantities for 2023
● Ogrodowa 8: 90 kg
● Demokratyczna 46: 550 kg
The BDO was established in order to combat irregularities in the waste management sector. It facilitates the collection of information on waste and provides organisations with an electronic means of fulfilling their obligations in terms of registration, documentation and reporting.

USED PRINTER CARTRIDGES

We operate in accordance with the MakoLab S.A. Used Printer Cartridges Procedure. All our staff have access to the rules for dealing with this waste. The head of our IT division is responsible for the process, securing, packing and handing it over for forwarding to the supplier, who receives the used cartridges and provides us with fresh ones.
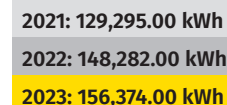
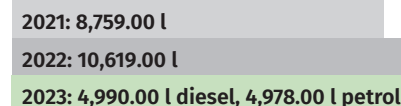| 15	21	11
2021	**2022**	**2023**

Managing our carbon footprint

2022

3 — 5 5 5 5 — 6 6 6 6

Scope 3: 1 vehicle   Scope 5: 4 vehicles   Scope 6: 4 vehicles

2023

5 5 5 5 5 6 — 6 6

Scope 5: 5 vehicles   Scope 6: 2 vehicles

Purchase of paper for multifunction devices

2021	No. of 5-ream packs
HP HOME&OFFICE photocopying paper	14
2022	No. of 5-ream packs
XEROX paper, 80g	12
HP HOME&OFFICE photocopying paper	10
XEROX environmentally friendly photocopying paper, 80g	11
Color Copy Silk paper, 170g	3
2023	No. of 5-ream packs
photocopying paper	0

STATISTICS

Water consumption at MakoLab
2021: 139.51 m³
2022: 180.66 m³
2023: 176,47 m³

Energy consumption at MakoLab
2021: 129,295.00 kWh
2022: 148,282.00 kWh
2023: 156,374.00 kWh

Fuel consumption
2021: 8,759.00 l
2022: 10,619.00 l
2023: 4,990.00 l diesel, 4,978.00 l petrol

CHEMICAL MANAGEMENT

At MakoLab S.A., we operate in compliance with our *Chemical Substances Procedure*, which obliges our staff to ensure that chemical substances and their used packaging are correctly and safely stored.

Every member of staff who comes into contact with products of this kind is obliged to follow the manufacturer's recommendations and comply with the relevant laws.

ENVIRONMENTAL RISKS

A preliminary analysis of potential environmental risks has identified the following points:

- fire;
- damage to water supply and sewage installations;
- shortages or lack of drinking water;
- chemical spills or leaks;
- refrigerant spills or leaks;
- unexpected disruption to the energy supply.

Managing risks and environmental issues is a crucial responsibility for the MakoLab S.A. Management Board, which monitors the identified risks on an ongoing basis and puts every possible measure in place to minimise the

occurrence of events that might have a negative impact on the climate and the natural environment.

The company has both verified the risks and compiled a list of environmental aspects that it monitors as necessary.

Ogrodowa 8, Łódź

- electricity consumption
- other fugitive emissions (dusts)
- emission of gases into the air (R407C refrigerant)
- emission of gases into the air (R407A, R32 refrigerants)
- electricity consumption
- water consumption
- wastewater production
- municipal waste (20 30 01)
- paper consumption (20 01 02)
- toner and cartridge consumption (16 02 16)
- electromagnetic radiation emissions
- wear and tear on computers: WEEE (16 02 14)
- batteries and accumulators (20 01 33)

Demokratyczna 46, Łódź

- electricity consumption
- water consumption
- wastewater production
- municipal waste (20 30 01)
- paper consumption (20 01 02)
- toner and cartridge consumption (16 02 16)
- electromagnetic radiation emissions
- wear and tear on computers: WEEE (16 02 14)
- batteries and accumulators (20 01 33)
- electromagnetic radiation emissions
- wastewater production/water consumption
- emission of harmful gases into the atmosphere
- other fugitive emissions (dusts, PAHs)
- fuel consumption
- noise emissions
- potential oil, brake fluid and fuel leaks
- solid and liquid waste, including hazardous waste
- emissions into the air
- post-fire water
- debris and other post-fire waste

MakoPeople

Staff numbers

Human resources are a fundamental factor in holding back production capacity. In order to carry on investing in new products and information technology, MakoLab needs staff members with the right educational background and a wide range of skills. We apply a flexible approach to managing our teams, continually optimising the allocation of our resources to current commercial projects and our in-house research and development work, which is focused on building new products and updating existing software not directly related to our contracts with clients. To do this, we use proprietary IT solutions.
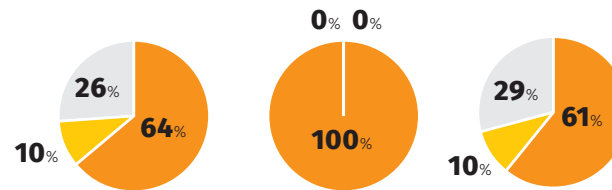
The following tables present our staffing status as at 31.12.2023.
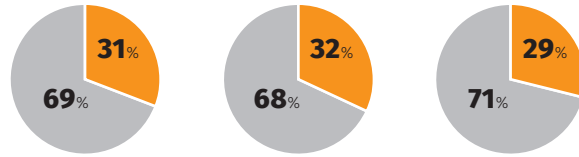
Sex	All staff	Managers	Technical staff
Women	86	10	65
Men	190	21	163
Total	**276**	**31**	**228**
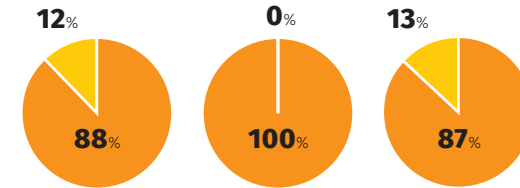
Education (with the lack of data spread proportionally)	All staff	Managers	Technical staff
Tertiary	242	30	199
Secondary	34	0	29
Total	**276**	**30**	**228**

Education	All staff	Managers	Technical staff
Tertiary	178	30	140
Secondary	27	0	23
No data	71	0	65
Total	**276**	**30**	**228**

Seniority in years	All staff	Managers	Technical staff
Women	5.16	9.78	4.69
Men	5.75	8.8	5.37
Average	**5.57**	**9.11**	**5.19**

Age in years	All staff	Managers	Technical staff
Women	35.6	41.5	33.4
Men	37.0	43.8	35.7
Average	**36.5**	**43.0**	**35.1**
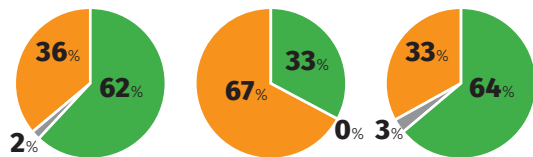
Type of contract	All staff	Managers	Technical staff
Contract of employment	172	10	147
Other	6	0	6
B2B*	98	20	75
Total	276	30	228

Contracts with self-employed professionals
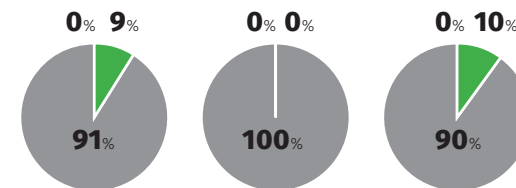
Contract duration	All staff	Managers	Technical staff
Fixed term	26	0	23
Open ended	250	30	205
Trial period	0	0	0
Total	276	30	228
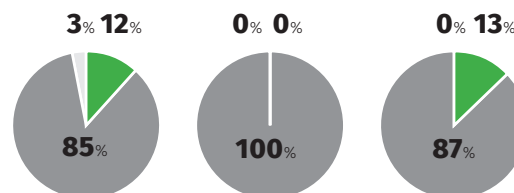
Contract duration (taking into account that commission contracts are temporary)	All staff	Managers	Technical staff
Fixed term	32	0	29
Open ended	237	30	199
Trial period	7	0	0
Total	276	30	228

We prize diversity

A diverse work force is a source of success and measurable benefits for an organisation. In managing diversity, our primary goal is to create working conditions and an organisational culture where people have the opportunity of learning together and mutually sharing their knowledge. This results in better use being made of their talents and skills.

We promote diversity. In order to build a team which learns and mutually shares its knowledge to the full, we make sure that every candidate is given an equal opportunity during our recruitment process. As an organisation, we stand guard over equal rights and equal opportunities and we provide a sense of social justice. Equal employment rights and the prohibition of discrimination are fundamental values at MakoLab and we require absolute compliance with them.

We also promote the employment of women in IT, emphasising diversity in specialist posts and in leadership and management positions alike. Allow us to introduce some of the women from MakoLab:
https://youtu.be/D_gm9unKbLo

Women from MakoLab took part in the 2023 'Join IT in Łódź' initiative, which was launched to promote our city for its high-end technology, first-class HEIs and cutting-edge IT companies and as a place where women can forge a career in a wide range of positions, both technical and managerial. This campaign video features front-end developer Daria Gorajska and QA engineer Wioleta Borkowska: **https://youtu.be/qKBijI_ri0Y?si=tgZTLzzWZKH8zIzK**.

Our door is always open to people who want to broaden their professional horizons while they are still in tertiary education. Every year, as an active member of the International Association for the Exchange of Students for Technical Experience (IAESTE), we work to build international ties by hosting interns from abroad as part of the association's programme, giving them a chance to experience Poland as they work with us.

From the left: Daria Gorajska, employer branding and HR specialist Kamila Braszak and Wioleta Borkowska

From the left: Pascual Alarcon Cortijo from Spain, Maxime Fopossi Kemegni, who comes from Cameroon but made his way to us via Germany, where he's attending university and Slim Njah from Tunisia

WHAT DO MAKOPEOPLE VALUE?

- Freedom (responsibility)
- Family (health)
- Trust (respect, openness, mutual communication, tolerance)
- Development (fulfilment, knowledge)
- Honesty (integrity, sincerity, truthfulness)

WHAT ARE MAKOPEOPLE LIKE?

- They want to develop professionally
- They are engaged in what they do
- They are skilled and capable
- They have wide horizons
- They like communicating, integrating and talking to other people
- Family values are dear to them
- They are committed to their leisure activities and want to develop them

Fair pay at MakoLab

There is zero tolerance for discrimination at MakoLab and pay within our company can never depend on a staff member's gender. When it comes to remuneration rates, the market value of given skill sets and abilities plays the major role.

Rates in the IT sector are the outcome of the laws of supply and demand, which are also influenced by market and technological trends.
At the moment, there's practically no project that would be carried out without using cloud solutions.
So it's hardly surprising that DevOps and cloud computing experts are at the top of the remuneration pyramid. When it comes to programmers, in addition to experience, technological specialisations have a huge impact on rates.
The companies with the strongest bargaining chip are those offering not only high remuneration, but also working on interesting projects with prospects of development. In short, this is a case where cash isn't king!

Piotr Subko
Human Resources Manager
MakoLab S.A.

As of 1st January 2023, the statutory minimum monthly wage was PLN 3,490 gross. On 1st July 2023, it rose to PLN 3,600 gross. In the Łódź region, where our HQ Is located, the average monthly remuneration was PLN 7,567 gross.

Overall, the median monthly remuneration across Poland for 2023 was PLN 7,144 gross, based on a sample of 80,290 people. For men, it was PLN 7,863 gross, based on a sample of 40,895 and, for women, it was PLN 8,615, based on a sample of 39,395.

Data source: Ogólnopolskie Badania Wynagrodzeń (Polish Earnings Survey), carried out by Sedlak & Sedlak in 2023

With a view to providing our staff with fair pay, we regularly take part in surveys on remuneration in the IT sector. In February 2023, the company was involved in providing information for a report on pay in the sector. The research for the report was commissioned by Organizacja Pracodawców Usług IT (IT Services Employers' Organisation) – SoDA* and conducted by consulting company Valueships. The report reveals that:

The average remuneration for IT specialists at the regular level of 2 to 5 years was PLN 16,612 net for a B2B VAT invoice and PLN 11,427 for a contract of employment.

Source: A report on remuneration in the IT sector in Poland, compiled by Organizacja Pracodawców Usług IT – SoDA*

Professional and personal development at MakoLab

The all-round development of our staff is important to us, which is why we have a wide range of pathways in place for the acquisition of knowledge. The Developers' Community of Practice, which meets once a fortnight, is highly popular.

In 2023, the MakoLabbers spent over 1,740 hours on in-house training. In addition, more than 50 of them took part in external courses. And there's more. Our teams also expand their knowledge during in-house and external training courses, while regular meetings with interesting practitioners and theoreticians are held for our managers.
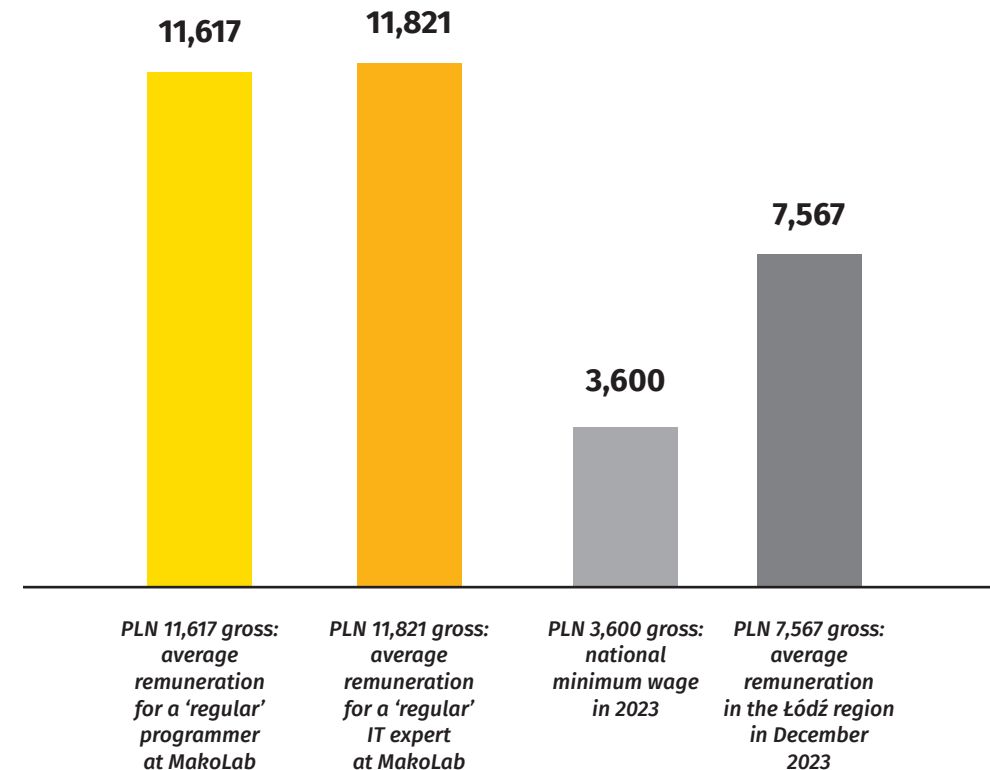
11,617	11,821	3,600	7,567
PLN 11,617 gross: average remuneration for a 'regular' programmer at MakoLab	**PLN 11,821 gross: average remuneration for a 'regular' IT expert at MakoLab**	**PLN 3,600 gross: national minimum wage in 2023**	**PLN 7,567 gross: average remuneration in the Łódź region in December 2023**

according to our Raport płacowy 2024 (Pay Report 2024)

MakoLab TOGETHER

MakoLab S.A. nurtures a good working atmosphere and sets great store by staff relations. In 2022, we returned to the traditional integration activities that we had to abandon during the COVID-19 pandemic. Every year, we hold three company events for our staff; **MakoGaming**, **the MakoPicnic** and **MakoChristmas**.

MakoGaming, which usually takes place in March, is an event for everyone who loves bowling, pool, quizzes and simply talking to people. It begins with a presentation of the company's results for the previous year and then moves on to all the fun of integration.

The MakoPicnic is a family event. Held in the early summer, it provides an opportunity for our staff to come together along with their partners and children and enjoy themselves surrounded by nature.

MakoChristmas is an event for all our staff. This is when we express our thanks to people for their contribution over the past year and give out symbolic awards.

In addition, every MakoLab business area has an integration budget for organising get-togethers in smaller groups, offering a superb chance to go out as a team and enjoy attractions that are not really viable for a large crowd of participants.

Corporate governance

At MakoLab, business is very much more than providing services and solutions. Our approach to our clients, partners and associates is distinctive. We build lasting relationships which are grounded in an ethical attitude towards others and mutual respect, values that we work to promulgate amongst our staff and that help us to operate effectively, continually opening the door to talks about new projects.

TISAX

Trusted Information Security Assessment Exchange, or TISAX, is the security management standard for the automotive industry. TISAX accreditation confirms that MakoLab's work on projects complies with the stringent regulations covering the processing and exchange of information. We can therefore certify that we ensure the highest class of security for the data we process in the course of our collaboration with global leaders in the automotive sector.

INTEGRATED MANAGEMENT SYSTEM

We set out on the ISO road in 2017, when we applied for the 27001 standard and our efforts were rewarded with the certificate. In August 2022, we took a two-pronged decision; we would apply for another three certificates and, at the same time, launch our Integrated Management System. The outcome of the intensive and detailed audit that ensured is that we hold four ISO certificates: ISO/IEC 27001 Information security, cybersecurity and privacy protection management, ISO 9001 Quality management, ISO 14001 Environmental management and ISO 45001 Occupational health and safety. We have successfully implemented the MakoLab Integrated Management System.

ISO 27001

MakoLab S.A. is accredited for compliance with the PN-ISO/IEC 27001:2017 information security management system. By the same token, we can certify that we ensure the security of the data we process in every area of the services and solutions that we offer.

MakoLab plays fair

Our honesty, our work ethics and the consistency between our declared intentions and our actual operations make us a reliable and credible organisation in the eyes of internal and external stakeholders alike. Open, constructive dialogue and the respect we show to all our business partners build our reputation, which is a vital factor of long-term success.
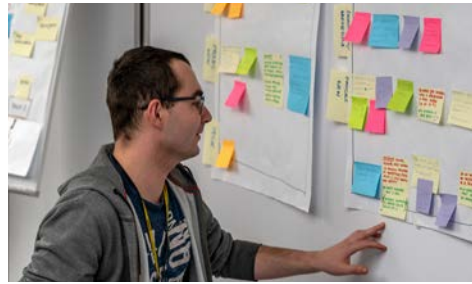
The MakoLab *Code of Ethics*

I. CONCERN FOR PUBLIC INTEREST

Members of staff bring concern for public interest to bear when working on behalf of the employer.

In particular, they:
- take full responsibility for their own work and its outcomes;
- balance the interests of the employer, associates, clients and product and service users with the public good;
- only confirm the products of their work when they are justifiably convinced that they are safe, accord with the specifications, have undergone the appropriate tests and will not reduce quality of life or violate anyone's privacy or harm the environment. The final outcome of their work should serve the public good;
- report any and every real or potential threat to users, society or the environment to their manager or another appropriate person when they are justifiably convinced that the threat in question is connected with products and/or service or the documents relating to them;
- collaborate on resolving issues which are arousing public concern and are

caused by services or products, their installation, operation, maintenance, support or documentation;
- are honest and avoid deception in statements, particularly made in public, concerning products supplied and services rendered or the documents, methods and tools connected with them;
- draw attention to, and warn of, factors which might reduce the benefits arising from products and services, such as the necessity of allocating excessive resources to servicing them, for example, or the possibility of users' economic circumstances deteriorating as a result of their use.

II. CONCERN FOR THE EMPLOYER'S AND CLIENTS' INTERESTS

Members of staff act in a way which is in the best interests of the employer and its clients and, at the same time, in line with public interest.
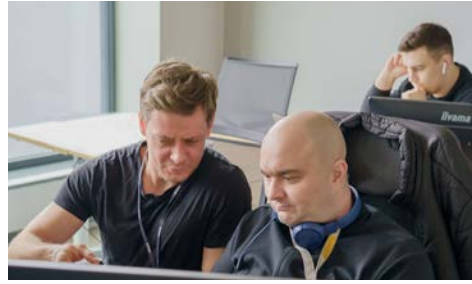
In particular, they:
- perform the work set out in their job descriptions, speaking out honestly and frankly about any limitations arising from their knowledge and experience;
- use no resources, including software, for their work, if, to their knowledge, the resource in question has been obtained or made available to them illegally or unethically;

- use the employer's and clients' resources solely with their knowledge and consent and appropriately for the performance of the work assigned to them;
- ensure that, whenever required, every document they use in performing their tasks has been accepted by an authorised person;
- maintain the secrecy of all confidential information obtained in the course of their work whenever confidentiality is required by the client or employer and in accordance with the applicable law;
- identify and document situations where they believe that a project may end unsuccessfully, prove to be too costly or to violate the applicable laws or give rise to other crucial problems and report any such situation to the employer or client without delay;
- identify and document critical circumstances which could give rise to social problems connected with their work or its outcomes and report any such circumstances to the employer or client without delay;
- take on no additional work or employment which will be disadvantageous to their performance of their duties and tasks for the employer;
- do not promote interests which are dis-advantageous to the employer or a client unless they believe that the greater good is in jeopardy. In those circumstances, they notify the employer first.

III. HIGH-QUALITY WORK AND ITS OUTCOMES

Members of staff make every effort to ensure that their work and its outcomes meet the highest possible professional standards.

In particular, they:
- plan and perform their work striving for high quality, acceptable costs and a reasonable schedule, ensuring that crucial compromises are clear, communicated and accepted by the employer and the client;
- provide appropriate and attainable goals for every product or service they work on or propose;
- identify and participate in resolving ethical, economic, cultural, legal and environmental problems in relation to the products and services they are working on;
- ensure that they have the knowledge, skills and experience indispensable to attaining the quality anticipated for every product or service they work on or propose;
- use work methods appropriate to each task they perform and to each product or service they work on or propose;
- work in accordance with the professional standards which are available and are the most appropriate to the task they are performing. They should only deviate from those standards when doing so is ethically or technically justified;
- pursue a full understanding both of the specifications for the products and services they co-create and of the legal requirements relating to them. They

ensure that the results of their work are properly documented, meet user requirements and have received the requisite acceptance;
- draw up realistic estimates of the workload, staff, costs and schedule for, and risks related to, products and services to be worked on or proposed;
- compile meticulous and reliable documentation for the products and services they work on. The documentation should encompass the solution(s) applied and the problems identified;
- ensure that the products, services and related documents that they work on do not interfere with the privacy of the people who will be affected by the said products or services;
- only use data obtained by ethical and legal means after having received the appropriate authorisation;
- treat every type of service and product servicing with the same professionalism they bring to creating new solutions.

IV. HONESTY AND INDEPENDENCE

Members of staff maintain honesty and independence in their judgements, professional opinions and activities.

In particular, they:
- only approve documents when they agree with the contents and which were compiled under their supervision and in line with their skill sets;
- maintain their professional objectivity with regard to each product or service and related documents which they are asked to evaluate;
- focus on the features and properties of products or services when formulating technical opinions and not on the skills of the people who created or provided them;
- do not participate in false or improper financial practices such as bribery or double accounting;
- make every interested party aware of conflicts of interest which cannot reasonably be avoided or prevented;
- refuse to participate as a member or advisor in private, governmental or professional bodies dealing with questions relating to products and services where they themselves, the employer or the client have undisclosed potential conflicts of interest.

V. ETHICAL MANAGEMENT

Staff members performing management functions comply with and promote an ethical approach to managing the development and maintenance of products and services.

In particular, team and project managers:
- provide good management for every project where products or services are the object. This includes using effective procedures which ensure quality, mitigating risks and proceeding in accordance with the standards adopted by the employer;

- ensuring that the staff members they supervise are familiar with the standards before they undertake to comply with them;
- ensure that the staff members they supervise are familiar with the employer's information security, personal data protection, environmental protection and occupational health and safety policies and procedures;
- assign tasks to staff members, taking into consideration not only their knowledge, skill sets and experience, but also their desire to develop professionally;
- provide realistic estimates of the costs, workload, staff, schedule, criteria for quality and results for, and risks related to, projects they are managing or proposing where products or services are the object;
- offer employment to people who are interested, providing full and precise information as to the terms and conditions;
- offer members of staff honest and fair remuneration for the work they do;
- do not use unfair or unjustified reasons as a means of preventing members of staff from taking on positions for which they are properly qualified;
- provide members of staff with honest contractual terms and conditions in respect of intellectual property which they have been instrumental in creating;
- conduct themselves appropriately both when receiving allegations from staff members concerning violations of the employer's policies, including the principles of the Code, and when examining the allegations;
- neither require nor request members of staff to act in any way not in keeping with the Code;

- do not penalise members of staff for expressing doubts concerning the ethics of work assigned to them and its outcomes.

VI. PROFESSIONAL ACTIVITY

Members of staff support and promote the employer's ethical operations and its reputation for professionalism, in line with public interest.

In particular, they:
- assist in creating an organisational environment which supports ethical activities;
- publicly promote the professionalism of the employer's activities;
- contribute to broadening professional knowledge by, inter alia, membership of professional organisations, participating in topic-based events, leading workshops and webinars and writing publications;
- support their co-workers in complying with the Code;
- do not promote their own interest at a cost to the position they hold, the functions they serve, the employer or its clients;
- comply with the laws regulating their work, apart from exceptional circumstances where, in their opinion, to do so would be contrary to public interest. In those circumstances, they notify the employer;
- describe the features of the products and services they work on accurately, avoiding not only false claims, but also statements which might justifiably be assumed to be speculative, groundless, deceptive, misleading or dubious;
- take responsibility for discovering, reporting and correcting errors and irregularities in the products, services and related documents they work on;

- ensure that their managers, the employer and clients are aware of their obligation to comply with the principles of the Code and of the consequences incumbent on this;
- avoid relationships with organisations with operations which are contradictory to the Code;
- recognise that violating the principles of the Code is incompatible with being a professional member of staff;
- are ready and willing to voice their opinion to the people responsible when they discover significant violations of the Code. Should this be impossible, counterproductive or unsafe, they report the significant violations to the appropriate person or authorities;
- do not influence anyone to undertake activities associated with violating the principles of the Code.

VII. RESPECT FOR CO-WORKERS

Members of staff treat their co-workers with respect, are fair towards them and support them in performing their tasks and duties.

In particular, they:
- do not treat co-workers unfairly as a result of any prejudice whatsoever;
- do not interfere unfairly in the career of

any co-worker whatsoever;
- support their co-workers' professional development;
- acknowledge their co-workers' work and results to the full and never credit themselves undeservedly;
- evaluate their co-workers' work objectively and honestly, with proper documentation;
- listen to co-workers' opinions, concerns and complaints without bias;
- assist their co-workers in acquiring full knowledge of the employer's information, personal data, environmental protection and occupational health and safety policies, along with the employer's procedures and standards;
- refer to the opinions of appropriately qualified co-workers in situations exceeding their own knowledge, skills and experience;
- encourage their co-workers to comply with the Code.

VIII. IMPROVING QUALIFICATIONS

Members of staff add to their knowledge and develop their skills of their own accord in terms of the work and tasks they perform.

In particular, they:
- increase their skill sets as regards creating and providing high-quality,

secure, reliable and useful products and services at a reasonable cost and within a reasonable lead time;
- improve their ability to draw up accurate and transparent documentation;
- develop their ability to understand how products and services operate, the environments in which they are installed or provided and the documents describing them;
- add to their knowledge of the standards and laws regulating the products they create, the services they provide and the related documents;
- increase their knowledge of the principles of the Code, their interpretation and their application at work.

In 2023, our staff underwent training on both our *Code of ethics* and our *Code of conduct*. We also established the MakoLab S.A. whistleblowers' channel, enabling staff and people outside the organisation to report any concerns they may have anonymously, without incurring any negative consequences from the company.

At MakoLab, we value our staff's opinions, which is why we set up our virtual Q&A box in 2021. Any member of staff can use it to ask a question and receive an answer or share an idea in complete anonymity.

MakoLab S.A. whistleblower channel

Anyone can lodge a report anonymously about serious issues or their reasonable suspicions of such issues. They will incur no consequences from MakoLab for submitting a report of this kind.

Anonymous reporting of serious issues

This page enables you to submit information about reprehensible issues or report actions that are unethical or illegal or which violate the company's internal rules. The system has been introduced in order reveal issues which would not have been brought to light otherwise.
You can report an issue of this kind confidentially, with the inclusion of your name and contact information or, if you wish, you can make your report in complete anonymity. Either way, there will be no negative repercussions from MakoLab S.A.
Every enquiry is treated confidentially and subject to rigorous security.

HR-related issues

Issues relating to HR cannot be reported via this system. They should be discussed with the relevant manager or director or with the HR department.

This page is your starting point for lodging a new, secure report or following up on an existing one.

Following up on your reports can be essential for the following reasons:

1 when you want to check the status of your report and find out if action is being taken;

2 if you want to add further information to your report;

3 when the system administrators have requested additional information from you in order to help them resolve the issue or take the appropriate action.

Report confidentially

You can choose to report confidentially. Your identity will be kept strictly confidential by the people handling your report and will only be known to them. You will be anonymous to any others involved in processing the report.

Your identity will not be disclosed to anyone else within the organisation without your consent, which will only be requested if it is essential to processing the report internally.

When you use this whistleblower channel confidentially, you and your report will be registered. This means that you can document any right to protection under whistleblower legislation as of the first time you make contact.

Choosing the confidential reporting option is always recommended, because it ensures that your report is processed in the best way and that you are as fully protected as possible.

Report anonymously

You can choose to report anonymously if you prefer not to provide your identity to anyone at all during the process.

When you report anonymously, it may be difficult for you to invoke protection under whistleblower legislation at a later date.

If you choose to report anonymously, you should make sure that you leave no electronic traces during the process. Do not use this system on a PC or mobile phone provided by your employer and check any files you upload for meta-data. This will give you the best protection as an anonymous whistleblower.

However, reporting confidentially is recommended, since this will ensure you the best possible protection.

MakoLab. Safeguarding human rights

The MakoLab human rights policy sets out the activities designed to serve the protection of human rights as widely understood. Our implementation of the policy takes into account both the fact that we are subject to the laws of the various countries we operate in and our obligation to comply with those laws. The internal documents in force in our organisation constitute the detailed solutions and regulatory mechanisms we apply in respect of human rights.

When our policy, procedures and obligations in respect of other parties are more restrictive than provided for by local laws, we comply with our standards. Where local laws are less restrictive than the Universal Declaration of Human Rights, we make every effort to develop suitable rules in each case, with this policy as our guideline.

RESPECTING HUMAN RIGHTS

MakoLab S.A. respects human rights. The company identifies and averts situations which could lead to their violation in connection with the business operations we carry out. This is ensured by taking preventative actions with a view to providing full protection of those rights .

CREATING A SAFE WORKING ENVIRONMENT

Our overriding priority is the health, safety and well-being of our staff. We provide a safe and healthy workplace, in accordance with the applicable law. Our ongoing drive towards minimising the risk of accidents, injuries and health hazards is carried out by way of preventative activities and inspection processes. Together with our staff, we continue to improve our work environment, identifying potential dangers and further refining every aspect affecting health and safety.

ETHICAL RECRUITMENT

We take care to ensure that our recruitment and employment procedures maintain equal opportunities, particularly as regards establishing and terminating employment relationships, promotion and access to training opportunities which will improve our staff's professional qualifications. Our rules for employment and remuneration are shaped on the basis of the highest standards for providing suitable and dignified working conditions, including equal remuneration for staff members doing the same job.

WORKING TIME, REMUNERATION AND ADDITIONAL BENEFITS

Our remuneration of our staff complies with all the laws concerning conditions of employment, including remuneration, working time and staff benefits.

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

We respect our staff members' right to freedom of association and collective bargaining without fear of repression, intimidation or harassment. We also work with our subcontractors and suppliers in order to put those principles into practice.

ELIMINATING UNLAWFUL DISCRIMINATION IN THE WORKPLACE

We are committed to ensuring that every staff member and potential member of staff is treated with honesty and dignity. We operate a policy of zero tolerance for discrimination on the grounds of race, colour, sex, sexual orientation, age, religion, ethnic, national or social origin, property, political or other opinions, disability, birth or other aspects. The company works to ensure that every staff member has equal opportunities for development, without discrimination.

ELIMINATING OF HARRASSMENT AND VIOLENCE

MakoLab is committed to promoting a working environment which is free of any form of harassment, exploitation, maltreatment and violence, in accordance with the definitions set out in the laws of every country we operate in.

PROMOTING DIVERSITY AND OBSERVING WOMEN'S RIGHTS

We value the diversity of our staff members and their contribution to our organisation. The company works to ensure that every staff member has equal opportunities for development, without discrimination. We aim to provide a work environment which is free from discrimination and from harassment on the basis of race, sex, colour, nationality, social origin, faith, age, disability, sexual orientation, political opinions or any other form as defined under the applicable laws. Every aspect of our procedures for recruitment, employment, remuneration and benefits, provision of training, promotion and

transfer is based on qualifications and skills meeting the requirements and standards for the position in question and the results achieved. The company operates a policy of zero tolerance for offensive or inappropriate behaviour, unfair treatment or any kind of reprisal, regardless of our staff members' personal characteristics and status. Under no circumstances do we accept abuse connected with work, either in the workplace or outside it. These rules apply not only to the company's staff, but also to the business partners we collaborate with.

ELIMINATING SLAVERY, FORCED LABOUR AND HUMAN TRAFFICKING

We neither accept nor consent to any form of forced labour or human trafficking in any field of operations whatsoever. Preventing any indirect benefits from, or the promotion of, these kinds of illegal activity is also one of our priorities when we select subcontractors and suppliers.

ABOLISHING CHILD LABOUR

We oppose benefitting from child labour. We do not employ minors who are not of an age to work legally under the local law and we expect the same of the subcontractors and suppliers we collaborate with.

RESPECTING THE RIGHTS OF MINORITIES AND INDIGENOUS PEOPLES

As a company, we are well aware of our impact on the societies we operate within. We engage in an ongoing dialogue with all the stakeholders in local communities in order to listen to them and take their views into account in the business activities

we conduct. We firmly believe that local problems are best solved at the local level. In addition, we are involved in creating new opportunities for economic development and social well-being in those communities by way of a wide range of initiatives suited to a given sphere.

AVOIDING FORCED EVICTION

All of our practices involving the use of land, forest and water resources are grounded in our awareness of the absolute imperative of protecting local communities' rights to those resources. At the samev time, our business activities have never involved any kind of forced eviction of people whatsoever and we have no intention that they ever will. We do not employ public or private security forces at any of our sites and have no plans ever to do so.

We oppose any and all attempts to deprive local communities of their land, forest and water rights, forcibly evict them or use any other kind of force whatsoever against them. We expect the same attitude from our clients, subcontractors and associates, and it is an inherent part of our binding requirements for our Tier 1 suppliers. Before entering into any collaboration, we verify potential clients and subcontractors in line with our in-house procedure, which includes a questionnaire and an in-depth interview, while associates and suppliers are verified in accordance with our *Collaboration with Suppliers Policy*, which replaces our *Statement on Cooperation with Suppliers* and incorporates our previous *Supplier Relationship Management Policy*. The document is based on, and complies with, the relevant international standards. In this, as in every other aspect of human rights, we also abide by the laws of the countries we operate in.

PRACTICES FOR THE USE OF LAND AND WATER RESOURCES

We are well aware of the absolute necessity of protecting natural resources. We are continually working on developing our rules for reducing the use of land and water resources in accordance with the applicable international practices. In our everyday operations, we limit the negative impact that our work might have on the surrounding environment.

REPORTING AND RESOLVING IRREGULARITIES

In our organisation, we maintain an environment where open and honest in-house communication is valued and respected. This policy is designed for compliance with the applicable labour laws in every field of our operations.

We encourage people to report any failure to follow the rules or doubts about the policy's conformity with the law or with workplace customs and practices. To this end, we have introduced a whistleblower system, providing a channel for people to voice their concerns anonymously without incurring negative consequences from MakoLab S.A. The company is obliged to analyse any and every human rights violation without delay and take the appropriate action in order to eliminate the outcomes thereof, as well as preventing and combating all such violations.

For more information about our procedures, please visit **https://makolab.com/ governance**

Our supply chain

WHAT WE DEMAND OF OURSELVES WE ALSO EXPECT OF OTHERS

Earlier on in this report, we set out our guiding principles as regards respecting the natural environment, our commitment to sustainable development, our human rights policy and our approach to staff management and the workplace environment we create. As well as demanding the best possible performance from ourselves, we also look for diligence in all these fields from our suppliers. We collaborate with large corporations, many of which have a more extensive CSR programme than we do. At the same time, we ensure that concern for people and the environment alike are a central issue for our smaller-scale suppliers and associates. We work constantly on building and maintaining a supply chain which is grounded in our values and reflects them throughout.

OCCUPATIONAL HEALTH AND SAFETY

MakoLab S.A. is committed to maintaining a safe and healthy workplace for all the company's staff, contractors and visitors. We are well aware of the fact that our suppliers play a vital role in our adherence to that goal and we work together with them in order to ensure that occupational health and safety standards are maintained along our entire supply chain.

Each time we select a supplier and before we place an order, we identify, analyse and assess not only the risks and hazards which arise from the subcontractors' operations and may have an impact on our company or other stakeholders on our premises, but also the

aspects of our activities and operations which could have an impact on our subcontractors' staff. Similarly, suppliers are obliged to notify MakoLab about any incident or accident which might have an impact on our company.

ENVIRONMENTAL MANAGEMENT

Our company is also committed to promoting sustainable development and reducing its negative impact on the environment. We recognise the crucial part played by our suppliers in both respects and we expect them to share our commitment. To that end, we collaborate with them in order to promote environmentally responsible practices, such as saving natural resources and minimising the waste and pollution they generate.

Working for a sustainable future in this way means that, when we select our suppliers, we look for organisations which are continually searching for ways to improve their results in terms of reducing their negative impact on the environment and protecting it. This includes identifying

the relevant goals, targets and tasks, tracking progress and implementing measures designed to achieve the aims.

THE PRINCIPLES OF SUSTAINABLE DEVELOPMENT

As a company, we believe in respecting human rights and promoting sustainable practices throughout our operations and along our entire supply chain. Understanding the impact that our suppliers have on our achievement of these goals, we collaborate with them in order to ensure that our products and services are created and provided ethically and sustainably. This enables us to build a supply chain which not only reflects those values, but is also beneficial to everyone involved.

We expect our suppliers to respect human rights in relation to their staff and other people affected by their activities. For the sake of clarity, the requirements arising from MakoLab's commitments in terms of observing human rights and adhering to the principles of sustainable development are

set out in our Procedural Code for MakoLab S.A.'s Partners. Our suppliers undertake to comply with those requirements.

We also expect transparency from our suppliers as regards their observance of human rights and adherence to the principles of sustainable development. This includes enabling us to monitor the relevant activities, as necessary, in order to ensure that they comply with our policies and the abovementioned code. To this end, we might carry out an on-site visit, request records and talk to suppliers with a view to understanding their practices and identifying any areas which may need improvement.

We are well aware of the fact that human rights and sustainable development are ongoing commitments which require constant work in order to progress. We expect our suppliers to continue to analyse and improve their practices in both spheres. We also encourage them to adopt similar principles and practices in respect of not only their organisation, but also their own supply chain.

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306-3 Waste generated	**Respecting nature**
306-4 Waste diverted from disposal	**Respecting nature**
306-5 Waste directed to disposal	**Respecting nature**
308-1 New suppliers that were screened using environmental criteria	**Corporate governance**
308-2 Negative environmental impacts in the supply chain and actions taken	**Corporate governance**
403-1 Occupational health and safety management system	**Corporate governance**

403-2 Hazard identification, risk assessment, and incident investigation	**Corporate governance**
403-3 Occupational health services	**Sustainable development**
403-4 Worker participation, consultation, and communication on occupational health and safety	**Corporate governance**
403-5 Worker training on occupational health and safety	**Corporate governance**
403-6 Promotion of worker health	**Corporate governance**
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	**Corporate governance**
403-8 Workers covered by an occupational health and safety management system	**Corporate governance**
403-9 Work-related injuries	**Sustainable development**
404-1 Average hours of training per year per employee	**MakoPeople**
405-1 Diversity of governance bodies and employees	**MakoPeople**
406-1 Incidents of discrimination and corrective actions taken	**MakoPeople**
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	**Corporate governance**
408-1 Operations and suppliers at significant risk for incidents of child labor	**Corporate governance**
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	**Corporate governance**
410-1 Security personnel trained in human rights policies or procedures	**Corporate governance**
414-1 New suppliers that were screened using social criteria	**Corporate governance**
414-2 Negative social impacts in the supply chain and actions taken	**Corporate governance**

Conclusion

We make every effort to run MakoLab S.A. in harmony with nature and in accordance with the expectations of our staff. Indeed, during our recruitment and onboarding processes, we have noted the growing frequency with which candidates and new members of staff are expressing an interest in CSR as a vital aspect of our operations. Our long-term relationship with the local community continues to bear fruit in both planned and spontaneous activities which resonate widely in Łódź and beyond.

Our work in the sphere of CSR can be followed at
https://makolab.com/csr

and our activities can be observed on our social media channels:

https://www.youtube.com/@MakolabPl

https://www.instagram.com/makolab_digital/

https://www.facebook.com/MakoLab.SA

https://www.linkedin.com/company/makolab/

MakoLab S.A. Corporate Social Responsibility Report 2023

Compiled by the MakoLab S.A. Human Resources Department and Marketing Department, in conjunction with the staff of the Compliance Department and Finance Department.

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